



## **Santa Clara County Department of Public Health**

### **Community-Based Organizations Pandemic Influenza Preparedness and Response Checklists**

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## **Why Do You Need to Develop Plans Specific to Pandemic Influenza?**

Pandemic influenza can have a different impact on your organizations than other emergencies. Here is what to expect:

- Staff and volunteer absence rate of up to 30% during pandemic peaks.
- Overwhelmed health care system and disabled critical infrastructure (transportation, commerce, utilities, public safety and communications).
- Decreased or no assistance from partner organizations or agencies.
- Pandemics typically last 12-24 months and occur in several waves.
- Experts estimate that a pandemic influenza virus could spread around the world in 30 to 60 days. If it starts in another country and is detected by the World Health Organization's global surveillance network, we may receive some notice before it arrives in the U.S.

When these checklists are completed, they will provide a foundation for a written plan to help prepare your organization, your staff and your clients for a pandemic outbreak.

## **How to Use These Materials**

The following set of materials are designed to outline some of the key planning considerations Community-Based Organizations (CBOs) should consider to prepare for and respond to a pandemic influenza (pan flu). It is not designed to be a comprehensive plan but rather a quick start planning guide for agencies with limited time and resources.

Some of the checklists refer to materials and organizations specific to Santa Clara County. Many of the tools referenced in this checklist are included in the *CBO Resource Kit*, while others are available from the Santa Clara County Public Health Department (SCCPHD). For additional information, see the section titled "Additional Resources" in the binder. Materials are also provided electronically on the USB drive in the Resource Kit.

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*Santa Clara County Public Health thanks the Office of Emergency Preparedness, Georgia Division of Public Health Department of Health and Human Services for sharing information used in the development of this document*



## **CBO Preparedness Checklists**

### **Preparing Staff & Families for a Pandemic**

- ☐ Order education materials from SCCPHD and distribute at meetings, training sessions, and other staff gatherings.
- ☐ Educate staff on the basic facts of pandemic influenza.
- ☐ Educate staff:
  - ☐ on actions to prevent, minimize or respond to the spread of pandemic influenza.
  - ☐ on how to develop a family and home preparedness plan (materials available in the binder of this Resource Kit).
  - ☐ on how to create a family disaster kit with specific pan flu items, e.g. masks, hand sanitizer (see *Pandemic Influenza Supplies Checklist* is included in the Resource Kit binder).
- ☐ Post pandemic flu materials and information in key areas, such as employee rooms, and make handouts readily available.

### **Preparing Clients and Consumers for a Pandemic**

- ☐ Order education materials and post information in key locations visible to clients.
- ☐ Make materials available to clients and consumers through program activities; home visits or deliveries; front desk or welcome areas; communication materials; websites; and newsletters.
- ☐ Relay basic information about pandemic influenza to clients and consumers during classes, workshops, social gatherings, and other exchanges.
- ☐ Educate consumers on ways to prevent or minimize the spread of pandemic influenza.

*Ensure communications are appropriate for the cultures, languages and reading levels of your staff, clients and consumers (materials are available in multiple languages on the USB drive included in this kit). Feel free to adapt any of these materials to best serve your organization and your clients.*

#### *Tools to Educate CBO Staff, Volunteers, Clients and Consumers*



Introduction to Pandemic Influenza PowerPoint Presentation



DVD Pandemic Flu Presentation by Dr. Marty Feinstersheib, Santa Clara County Public Health Officer



Home Care Guide (in CBO Resource Kit)

#### *Risk Communications Materials to Post or Distribute*

- Pandemic Flu Pocket Guide (copies in multiple languages available on the USB drive and from Santa Clara County Public Health)
- Risk Communication Pre-event Posters (in binder)
- Plan for Keeping Your Family Healthy
- Pandemic Flu Glossary of Terms (in binder)

#### **Pandemic Related Fact Sheets:**

- Pandemic Influenza
- Avian Influenza
- Isolation and Quarantine
- Social Distancing

#### **Posters:**

- Cover Your Cough
- Wash Your Hands
- ABC Hand Washing



## **Worksheet #1 - Preparing Your Organization for a Pandemic: Health & Prevention**

- ☐ 1. Develop a plan for protecting employees at work
  - ☐ review and edit sick leave policies
  - ☐ establish mandatory stay-at-home sick policies
  - ☐ add protocols to limit spread of germs
  - ☐ develop policies around telecommuting options
  - ☐ train staff on sick leave policies and expectations
  - ☐ integrate policies into new employee orientations
- ☐ 2. Determine the amount of supplies needed to limit spread of infection in the workplace and how they will be obtained and stored
  - ☐ Review Pan Flu Supplies Checklist in binder
  - ☐ Supplies will be obtained by: (staff name) \_\_\_\_\_
  - ☐ Develop Vendor Contact List

SUPPLY NEEDED	VENDOR	PHONE/WEBSITE	UNIT COST
<i>Sample –Hand Sanitizer</i>	<i>Longs Drugstore</i>	<i>1-888-435-9800</i>	<i>\$3.00</i>

- ☐ 3. Create guidelines for limiting the spread of disease in the workplace
  - ☐ Place Hand Sanitizers & "*Social Distancing*" and "*Isolation and Quarantine*" Fact Sheets at the following locations within the organization (remember to consider vehicles and offsite locations):  
\_\_\_\_\_  
\_\_\_\_\_
  - ☐ Develop a plan to employ social distancing strategies in the workplace: (Examples: telecommuting options, webinar, video conferencing, remote off-site storage of electronic data)
    - a. Areas social distancing can be used  
\_\_\_\_\_  
\_\_\_\_\_
    - b. Method of social distancing  
\_\_\_\_\_  
\_\_\_\_\_



## **Worksheet #2 – Preparing Your Organization for a Pandemic: Service Continuity**

- ☐ 1. Determine the essential services you will need to continue during a pandemic.
- |                                  |   |
|----------------------------------|---|
| a. Essential program or service: | b. Resources for maintaining essential service: |
| _____                            | _____   |
| _____                            | _____   |
| _____                            | _____   |
- ☐ 2. Determine the potential impact of a pandemic on your organization's usual activities and services. (e.g. meal programs: Drop off rather than take food inside)
- |  |                                  |
|--|----------------------------------|
| a. Services, functions or tasks to be altered: | b. How programs will be altered: |
| _____  | _____                            |
| _____  | _____                            |
| _____  | _____                            |
- ☐ 3. Develop a plan for altering services. Consider staffing changes, re-direction of resources, potential substitutions for altered services.
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- ☐ 4. Identify ways to minimize social contact while providing services. Examples include:
- Stagger food distribution pick-up times rather than group distribution pick-up time
  - Meals on Wheels/food services drop-off on front porch rather than taking food inside
  - Shelters line up beds head to toe instead of head-to-head and increase distance between beds whenever possible to limit spread of disease. Also consider sleeping shifts to stagger the number of people in the shelter at one time.
  - Shelters offer supply kits (hygiene, blankets, etc) for those who don't want to risk staying in a shelter.

Within the CBO Resource Kit you will find a *Table-Top Exercise In A Box*. This tool will help staff identify challenges and engage in dialogue regarding solutions to issues a pandemic may present. Use this tool with key staff to help your organization plan and prepare for continuity of critical services in a pandemic.



## Worksheet #3 – Preparing Your Organization for a Pandemic: Staffing Considerations

- ☐ 1. Identify and train staff and back-ups on essential services -full-time, part-time, board members, volunteers (provide cross-training)

STAFF NAME	POSITION	BACK-UP NAME

- ☐ 2. Determine how to provide services with less staff or re-assigned responsibilities.

a. Services that can be provided  
by volunteers:

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b. Services that can be provided using  
telecommuting options:

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c. Staff name & current assignment:

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d. Potential alternate assignment:

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## Worksheet #4 – Preparing Your Organization for a Pandemic: The Incident Command System

Develop staff roles utilizing the Incident Command System (ICS), a key structure for organizational management in a disaster used at local, state and federal levels. ***Insert names of primary and back-up staff assigned to the different functions.*** Depending on the size of your organization, assign staff to the different ICS roles. Very small organizations may need only an Incident Commander and/or a small number of staff to take on multiple roles. Large organizations can assign additional staff to help in each function. Every organization is encouraged to identify **at least one alternate given the nature of a pandemic's affect on your staff.** ICS functions can be activated as needed and/or in a partial capacity. See page 8 for definitions of functions.

Management - Incident Commander			
1. _____ 2. (Alt) _____			
Public Information Officer		Safety Officer	
1. _____ 2. (Alt) _____		1. _____ 2. (Alt) _____	
Liaison Officer			
1. _____ 2. (Alt) _____			
Operations Operations Team Chief	Planning Planning Team Chief	Logistics Logistics Team Chief	Finance Finance Team chief
1. _____ 2. (Alt) _____	1. _____ 2. (Alt) _____	1. _____ 2. (Alt) _____	1. _____ 2. (Alt) _____
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## Utilizing the Incident Command System

These ICS functions allow for the effective staffing of emergency response operations and communicate using common terminology and operating procedures. CBOs are encouraged to utilize the ICS to efficiently organize their own agency emergency response activities and more successfully integrate with government emergency response organizations. For more info on ICS, see the guidance document in binder.

<p><b><i>Incident Commander</i></b> Identify who within your organization will be responsible for overall management and coordination of your response to the pandemic flu. This individual is in charge! This person will lead your organization's response, assign staff to the other functions, ensure staff safety, authorize release of information, etc.</p>	<p><b><i>Planning Team Chief</i></b> This person is responsible for collecting, evaluating and disseminating information regarding the pandemic. This person should try to forecast and anticipate needs and resources for future planning. The Planning Chief should have an overview of "the big picture" and communicate regularly with the Incident Commander.</p>
<p><b><i>Public Information Officer (PIO)</i></b> This person establishes and maintains contact with the media about the role of your organization in the pandemic; what services you are providing to the public and monitoring media emergency information. The PIO can also play an important role transmitting critical information to staff, clients and consumers during a pandemic.</p>	<p><b><i>Operations Team Chief</i></b> This person is responsible for overseeing the provision of <b>essential services and/or core activities of your organization in a pandemic</b>. Operations can request and release resources through the Incident Commander.</p>
<p><b><i>Liaison Officer</i></b> This person is responsible for coordinating your organization's efforts to support your community's response to a pandemic and communicating your agency's role to other organizations, such as what types of activities you will participate in, what resources you have to offer, what role will you play in community coordination, how you can assist local govt., etc.</p>	<p><b><i>Logistics Team Chief</i></b> This person is responsible for coordinating the provision of logistical needs such as facilities, supplies, materials, food, staff, volunteers, etc. Logistics helps to put in place the things and people needed to provide services in a pandemic. (Note: because of anticipated staff shortages, it is recommended that CBOs utilize volunteers in as many service delivery capacities as possible.)</p>
<p><b><i>Safety &amp; Security Officer</i></b> This person is responsible for planning and executing strategies for the safety of your employees, volunteers, clients and consumers. The Safety Officer should consider safe practices in the workplace, employing social distancing and other strategies to keep everyone as safe as possible.</p>	<p><b><i>Finance/Administration Team Chief</i></b> This person is responsible for tracking and documenting personnel &amp; volunteer time, operations costs, materials bought and distributed and all expenses related to providing services in a pandemic. This function is critical for CBOs to possibly be eligible for financial reimbursements.</p>





## **Preparing to Support the Community's Response to a Pandemic**

### **Changes in Services**

- ☐ Determine what services you will most likely be able to provide in a pandemic.  
(See worksheet #5)
- ☐ Develop a plan for changing or reducing your services during a pandemic as appropriate (See worksheet #2 as well as *Pandemic Influenza Preparedness and Response for Vulnerable Populations Guidance* in binder for strategies specific to different types of service providers)

If you provide transportation services:

- ☐ Create list of back-up drivers (retired, volunteers, mutual aid with other agencies, etc.)
- ☐ Plan for revising/reducing schedules during a pandemic, as appropriate
- ☐ Create a flu care stockpile for vehicles (masks, alcohol-based hand wash, etc.)
- ☐ Develop a plan for limiting the spread of disease and protecting passengers en route.

### **Community Partnership**

- ☐ Coordinate your planning when possible with community partners such as:
  - ☐ Santa Clara County Department of Public Health
  - ☐ Local Office of Emergency Services
  - ☐ Other community or faith-based agencies that provide similar services
  - ☐ Other organizations and businesses in your neighborhood, as applicable
- ☐ Develop a plan for supporting the community response, through Collaborating Agencies' Disaster Relief Effort (CADRE).
  - ☐ CADRE can provide your organization with information and resources that can help you with disaster preparedness planning. See CADRE brochure included in the Kit for more information.
  - ☐ When activated during a disaster, the CADRE network provides a centralized resource for the coordination of community services.
  - ☐ CADRE works closely with Santa Clara County's emergency management community to build disaster resilience among service organizations through communication, coordination and preparedness training.



## Worksheet # 5 – Preparing for a Community Response Role

- ☐ 1. Decide who your organization will be able to support (clients only or others in the community):
- ☐ Our current clients
  - ☐ Families who live near our location
  - ☐ Families of our clients
  - ☐ Other \_\_\_\_\_
- ☐ 2. Determine what services/resources your organization will be able to provide during the pandemic. (example: maintain essential services, if possible, and/or provide support services to those who become sick.)
- ☐ Grocery shopping & delivery
  - ☐ Home visits (personal care)
  - ☐ Meal preparation
  - ☐ Phone calls (checking up, moral support)
  - ☐ Delivery (meals, medicines, groceries)
  - ☐ Other \_\_\_\_\_
- ☐ 3. Let other similar service providers, CADRE and your local office of emergency services know the essential services you plan to provide in a pandemic. If necessary, create MOUs with other organizations or vendors you may need to work with.

AGENCY NAME	CONTACT PERSON	PHONE # OR EMAIL ADDRESS
SCC Public Health Department		
Local Office of Emergency Services		
CADRE		



## **CBO Response Checklist**

### **When a Pandemic Occurs:**

#### **Activate Your Plan to Protect Staff & Families**

- ☐ Activate family and home emergency plans
- ☐ Utilize supplies in preparedness kits
- ☐ Employ social distancing strategies for all family members to limit contact with disease
- ☐ Stay home if sick!

#### **Activate Your Plan to Protect Clients and Consumers**

- ☐ Educate clients and consumers using risk communications materials identified in Preparedness Checklist and in Binder
- ☐ Utilize Fact Sheets and Posters to educate clients and consumers included in binder and USB drive
- ☐ Ensure communications are appropriate for the cultures, languages and reading levels of your staff, clients and consumers (See multi-lingual Health Education information on USB drive)
- ☐ Utilize as many communication mediums as possible to reach clients such as public service announcements (PSA), websites, e-mail, text messages, posters, flyers distributed with services, pre-recorded widely distributed phone messages, etc.
- ☐ Adapt any of these materials to best serve your clients

#### **Activate Your Organization's Response Plan**

- ☐ Activate your plan for protecting employees at work; utilize stockpiled supplies
- ☐ Implement all directions from the Santa Clara County Public Health Officers related to employing social distancing strategies, distribution of medications, care of the sick, etc. as distributed through the media
- ☐ Cancel or change activities as planned to encourage social distancing (e.g. cancel community events, large group gatherings)
- ☐ Adapt services to clients and consumers to minimize social contact whenever possible
- ☐ Implement plan for providing essential services and continuity of services
- ☐ Implement plan to provide services with less staff
- ☐ Utilize ICS System for coordinating agency response effort



## **Employ Social Distancing Strategies at Work**

- ☐ work on-site (social distancing modifications)
- ☐ work at home/telecommuting
- ☐ combination: work at home & onsite

Implement social distancing procedures/strategies to minimize face-to-face contact at work include:

- ☐ Initiate meetings by phone, conference call, videoconference, webinar & e-mail
- ☐ Structure staggered work shifts
- ☐ Follow health officials travel recommendations during an influenza pandemic, particularly to and from affected areas
- ☐ Other \_\_\_\_\_

## **Implement your Plan to Support Your Community**

- ☐ Determine of services you will provide with existing resources
- ☐ Notify your service provider network of your status
- ☐ Notify CADRE of your activation and services you will provide and/or resources available to support community response efforts
- ☐ Coordinate with other services providers as necessary (e.g. transportation)